

Secretary to the Deputy Director of – GS-8

Core Requirements

Serves as secretary to the Deputy Director of. In this capacity, relieves supervisor of concern with matters associated with the functioning of the office and provides day-to-day administrative management of the flow of business requiring supervisor's attention. Within this frame of reference, performs duties such as the following:

1. Serves as confidential assistant on matters that the supervisor chooses to discuss or for which knowledge is required or attained through the normal course of events. Stays informed of problems, pending events, status, and priority of various work items and their significance, and the range of supervisor's relationships, activities, and responsibilities. This awareness is maintained through review of correspondence and "briefings" by the supervisor. Establishes and maintains the supervisor's personal file of correspondence and documentation concerning pending personnel actions, performance evaluations, and similar subjects.
2. Assumes initiative in answering questions and/or giving out information; making non-policy decisions; and as appropriate, screens and refers callers to other personnel within the organization. In the absence of the supervisor, the incumbent assumes the responsibility for ensuring that requests for action or information, which would normally receive the Deputy's attention, are made known to the responsible organization that can satisfy the request. Monitors resulting activities for the purpose of briefing the supervisor. Decides whether important or emergency matters should be brought to the attention of the Director of when the Deputy Director of is absent.
3. Acts as liaison between the supervisor and subordinate supervisors and other Directorate personnel by communicating instructions; interpreting, and explaining Directorate administrative policies; providing timely, accurate advice on procedures, reports, requirements, and other matters necessary to implement the Deputy Director's policies and instructions, and informing them of the Deputy's views on current issues and programs.
4. Maintains supervisor's calendar, diplomatically rearranging appointments of persons with matters of importance as necessitated by circumstances. Advises supervisor of all changes, ensures that most significant commitments are met, and protects from over-commitment and unnecessary or undesirable demands on time. Based upon knowledge of the supervisor's Director's of views and schedule, uses personal initiative to arrange for a subordinate of the supervisor to represent the Directorate at important meetings or conferences.
5. Types from rough draft a variety of memoranda, letters, conference notes, and other material of which a significant portion involves complex technical data. Types material in

- final form from longhand copy. Exercises responsibility for correcting spelling, punctuation, and grammar and for questioning phraseology that is not clear. Determines proper arrangement and structure of material to be typed.
6. Performs a variety of activities using office automation software. These activities include, but are not limited to: preparation of high-level and complex presentations requiring coordinating inputs from multiple sources and software packages; form creation; calendar scheduling; correspondence preparation; electronic mail; action tracking systems; maintenance of time sheets; Internet searches; spreadsheets to organize data; and, office management programs.
 7. Performs a variety of administrative support functions for the Deputy Director of including but not limited to: development of Web pages; tracking travel, training, or procurements and maintaining control of budgets; serving as property administrator or move/telephone coordinator. A personal computer with word processing software is used.
 8. On routine matters not requiring the attention of the Deputy Director of, composes replies for supervisor's signature. Prepares correspondence to higher echelons and associated organizations, which involves thorough searching of reference material and incorporation of unrelated subjects into a single letter.
 9. Reviews, edits, and assures correctness of all outgoing correspondence for which the supervisor is responsible. Review encompasses procedures, format, grammar, and neatness and covers correspondence to NASA Headquarters, other NASA Centers, other federal agencies, and private and foreign organizations.
 10. Establishes and maintains normal and quick reference files in support of the functioning of the office. Anticipates or responds to the supervisor's need for information during phone calls, in preparation for meetings, etc., and based on substantive knowledge of file content, obtains informative material, correspondence, and reports, etc., pertinent to the matter at hand. Assembles and presents material in meaningful, logical order for supervisor's use. Subject matter is generally specialized and not a matter of widespread knowledge or is complicated because it is scattered in numerous documents or only in the memories of a few employees. Frequently, the information is obtained orally from a variety of sources. The employee organizes the material and draws attention to the most important parts.
 11. Assures smooth flow of work through the office by means of control records relative to flow of correspondence, reports, requests for information, and material for action, review or comment; establishes and maintains follow-up as required. Contacts subordinate offices to assure recognition of deadlines, progress of material, and timely submission to supervisor for review.

12. Provides guidance, training, and mentoring to clerical personnel. Ensures that clerical personnel receive policies and procedures pertinent to their duties, disseminating information throughout the Directorate verbally, in writing, or electronically. Establishes work priorities when necessary and recommends shifts in workloads and personnel assignments when necessary to meet emergencies or critical deadlines. Performs a variety of miscellaneous tasks such as interviewing and orientation of new clerical personnel.
13. Serves on procedural committees and offers recommendations for, and assistance with, development and implementation of new secretarial and administrative procedures
14. Arranges for meetings and conferences as necessary.
15. Serves as backup to the Director of secretary.

Other Information

Knowledge Required

1. Knowledge of the duties, priorities, commitments, policies, and program goals of the Deputy Director and staff sufficient to perform assignments such as reviewing publications, directives, and other materials that may affect the Directorate and taking appropriate follow-up action; and to anticipate and prepare materials the Deputy Director of needs in order to respond to correspondence or phone calls.
2. Skill in using advanced office automation software, practices, and procedures and their application in the performance of office support work. Skill in developing spreadsheets using MS Excel, Lotus, or latest available spreadsheet software package and presentations using MS PowerPoint or newer presentation software packages. Ability to learn new software packages and procedures to remain current and to increase office efficiency and productivity. A qualified typist is required.
3. Knowledge of grammar, spelling, punctuation, proofreading, and required formats and procedures.
4. Skill in coordinating the work of the office with other offices, including advising secretaries in subordinate offices of new procedures or regulations and on information to be provided for use in conferences or reports.
1. Ability to interact with peers to effectively provide proper guidance.
5. Knowledge of administrative policies and procedures (e.g., security, personnel, property accountability, procurement) sufficient to provide/obtain necessary services to the office.
6. Knowledge of the mission of the Center and the organization of work functions and personnel; the operations of the Center and understanding of how the Center is integrated

with other organizations in the AET Directorate, other GSFC directorates, Headquarters, contractors, and DoD activities.

7. Skill in composing routine correspondence.

Supervisory Controls

Works under the general supervision of the Deputy Director of who sets the overall objectives of the work and, from time-to-time, gives specific assignments with a brief explanation of the assignment's purpose. The incumbent personally sets the deadlines for most of the work to be done. The incumbent performs the duties of the job independently, referring only the most complex problems to the supervisor. Many situations and conflicts arise which require the secretary to determine the best approach to resolve them. The work is reviewed only for overall effectiveness.

Guidelines

Guidelines include the policies, priorities, and commitments of the supervisor; the administrative policies and procedures of the Directorate; Headquarters; and standard office practices. Many situations are not covered by the guidelines, requiring the incumbent to interpret and adapt guidelines to specific problems or situations.

Complexity

Work involves various duties requiring different and unrelated processes and methods. The incumbent must identify and understand the interrelationships between the various procedures and controls and between the various organizational elements on Center. Decisions concerning what needs to be done and how it should be done are based on a knowledge and understanding of the policies, priorities, and goals of the supervisor and Directorate office.

Scope and Effect

The incumbent ensures that the clerical and administrative aspects of the Deputy Director's work and that of subordinate organizations conform to appropriate policies and procedures. The incumbent reviews the work of others and gives advice concerning procedural requirements. The degree to which this is done well affects the reliability and acceptability of the Directorate's work.

Personal Contacts

Contacts are with members of the Directorate staff, higher echelon management personnel, NASA Headquarters personnel, leading scientists and engineers of this and foreign countries, contractor personnel, government officials, foreign government officials, and members of various academic community in a moderately unstructured setting.

Purpose of Contacts

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Contacts are to exchange information; to set up meetings or arrange travel; and, to ensure that correspondence and action items, etc., are completed within deadlines. The incumbent plans and coordinates the clerical and administrative work of the office.

Physical Demands

Work is mostly sedentary, but also requires walking, standing, bending, and carrying light objects such as books, papers, and files. No special physical demands are required to perform the work.

Work Environment

Work is performed in an office environment.